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ABSTRACT

This competency booklet for individualized competency-based instruction is the fourth of five in the Job Search Skills package. (Instructor program and guides are available separately as CE 031 965 and 966, the other booklets as CE 031 967-971.) It contains 13 operational units related to the job search competency of interviewing for the job. (The competency is divided into tasks which are further divided into operational units or units of work that relate to the task.) Each operational unit is presented in this format: competency, task, operational unit, performance objective, steps to follow to do the unit of work with the procedures outlined, information sheets, worksheets, and evaluation checklist. The tasks (and operational units) covered include (1) prepare for the interview (make appointment, make arrangements to get to the interview, anticipate interview questions, prepare physical appearance, take necessary materials, be punctual), (2) handle the interview (handle introduction positively, communicate effectively, ask questions about job and company, complete interview), and (3) follow up on interview (evaluate and improve interview techniques, write thank-you letter, place followup telephone calls). (YLB)

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Interview for the Job

CE031970

Competency 4.0

THE NATIONAL CENTER FOR RESEARCH IN VOCATIONAL EDUCATION
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COMPETENCY 4.0: INTERVIEW FOR THE JOB

TASK 4.01: Prepare for the Interview

OPERATIONAL UNIT 4.01A: Make the Appointment

Performance Objective: *Given an interview,*

the learner will be able to identify the name of the interviewer and the date, time, and location of the interview

to the satisfaction of the instructor.

STEP 1. Find out the name of the interviewer.

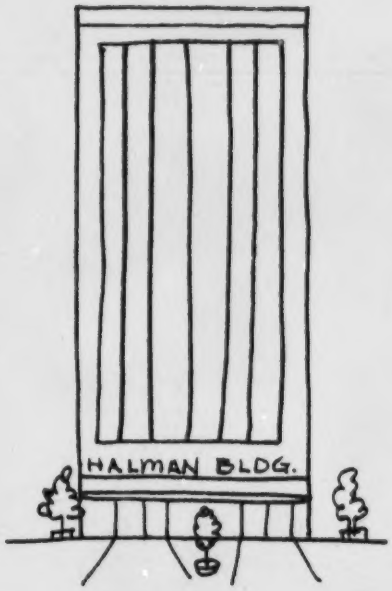
a. Write the name on a sheet of paper.

b. Repeat the spelling. Make sure you spell the name correctly.

STEP 2. Find out the date and time of the interview.

a. Record the date and time on your sheet of paper.

b. Repeat them. Make sure you record them correctly.



STEP 3. Find out the location of the interview.

a. Write the address and the phone number.

b. Write the name of the building. Example: Halman Building

c. Write the room number.

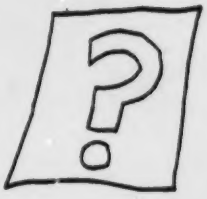
d. Repeat these names and numbers. Make sure you record them correctly.

STEP 4. Find out where to park.

a. Write the directions to the parking area.

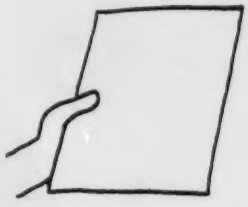
b. Find out if you must pay to park. Sometimes the company stamps the parking ticket. Then you don't have to pay.

c. Find out which bus or transit serves this building.



NOW . . .

Are you in doubt about any part of the unit? If so, seek help from your instructor. Repeat the entire unit.



Do you feel that you have satisfactorily completed this unit? Then, take your sheet of paper to the instructor. Your instructor will check your facts and rate you on the evaluation checklist.

After each interview, rate yourself. Check if you followed the steps listed on the evaluation checklist.

A summary checklist for the interview is found on Worksheet 4.03A. Use this form to rate your entire interview experience.

Evaluation Checklist

COMPETENCY 4.0: INTERVIEW FOR THE JOB

TASK 4.01: Prepare for the Interview

OPERATIONAL UNIT 4.01A: Make the Appointment

YOUR CHECKLIST	Did you:	INSTRUCTOR CHECKLIST
☐	1. Find out the name of the interviewer?	☐
☐	2. Find out the date and time of the interview?	☐
☐	3. Find out the location of the interview?	☐
☐	4. Find out where to park?	☐

Instructor_____

COMPETENCY 4.0: INTERVIEW FOR THE JOB

TASK 4.01: Prepare for the Interview

OPERATIONAL UNIT 4.01B: Make Arrangements to Get to the Interview

Performance Objective: *Given a time to report to the interview, the learner will be able to make arrangements for children and transportation and identify the time he or she must leave for the interview to the satisfaction of the instructor.*

STEP 1. Make arrangements for children.

a. Find a responsible person or agency to care for children.

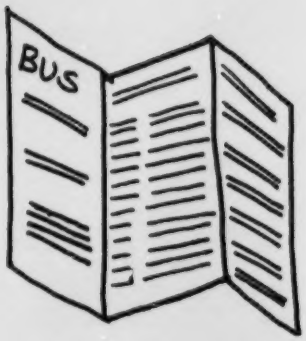
b. Set a time for the child or children to arrive at the child care site.

STEP 2. Make arrangements for transportation.

a. Find one type of transportation you can use (e.g., car bus, train, etc.). Record it on Worksheet 4.01B.

b. Find another type of transportation you might use. Sometimes the first choice is not possible. (For example, your car may not start.) Record the second type of available transportation on Worksheet 4.01B.

c. Get any facts or items you need. (For example, get a bus schedule, facts about where the bus stops, a train schedule, etc.)



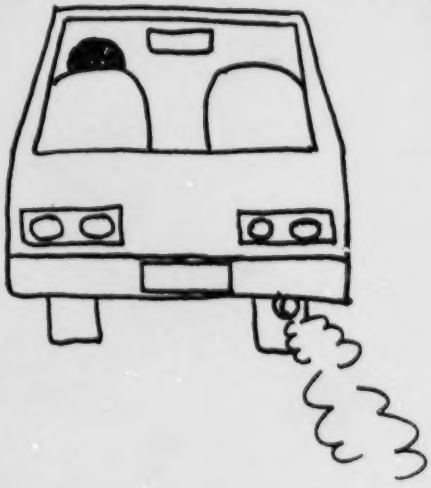
d. If you share a car with other people, find out if you can use it on the day of the interview.

STEP 3. Determine the amount of time you need to travel by car.

a. Record the time of your interview on Worksheet 4.01B. (See the list you made in Operational Unit 4.01A.)

b. Find out the amount of time it takes to get to the interview location. Add the time it takes to park. Add ten extra minutes so you can arrive early. Record these facts on Worksheet 4.01B.

c. Add time for unexpected delays, such as snow, traffic, etc. Record this time on the worksheet.



d. Add time if you must drive to a child care site. Record this time on the worksheet.

e. Find the total time. Add the numbers you wrote on Worksheet 4.01B.

STEP 4. Find your departure time when you travel by car.

a. Subtract your total travel time from the interview time.

b. Write this time under Departure on the worksheet. This is the time you must leave for the interview if you travel by car.

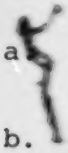
STEP 5. Determine the time you need to travel by bus or train.

a. Look at the amount of time you need for transportation. Look at Worksheet 4.01B again.

b. Find out which bus or train will get you to the interview on time. (Allow ten extra minutes so you can arrive early.) Check the bus or train schedules. Record this time on Worksheet 4.01B under Schedule.

c. Allow extra time if you must walk or drive to a bus or train stop. Record under Extra Time.

STEP 6. Record your departure time when you travel by bus or train.



a. Subtract "extra time" from "schedule" time.

b. Write this time on your worksheet under Departure. It is the time you must leave for the interview when you travel by bus or train.

NOW . . .

Are you in doubt about any part of the unit? If so, seek help from your instructor. Repeat the entire unit.

Do you feel that you have satisfactorily completed this unit? Then, take your worksheet to the instructor. Your instructor will check your calculations. Then he or she will rate you on the evaluation checklist . . . and advise you, if necessary.

After each interview, rate yourself. Check if you followed the steps listed on the evaluation checklist.

A summary checklist for the interview is found on Worksheet 4.03A. Use this form to rate your entire interview experience.

WORKSHEET 4.01B

Time of Interview _____ a.m. or p.m.

Type of Transportation	Travel Time	Schedule	Extra Time	Departure Time
1.				

Total Travel Time _____

2.

Total Travel Time _____

Evaluation Checklist.

COMPETENCY 4.0: INTERVIEW FOR THE JOB

TASK 4.01: Prepare for the Interview

OPERATIONAL UNIT 4.01B: Make Arrangements to Get to the Interview

YOUR CHECKLIST		Did you:	INSTRUCTOR CHECKLIST
☐	1.	Make arrangements for children?	☐
☐	2.	Make arrangements for transportation?	☐
☐	3.	Determine the amount of time you need to travel by car?	☐
☐	4.	Determine the amount of time you need to travel by bus or train?	☐
☐	5.	Record your departure times?	☐

Instructor_____

COMPETENCY 4.0: INTERVIEW FOR THE JOB

TASK 4.01: Prepare for the Interview

OPERATIONAL UNIT 4.01C: **Anticipate Interview Questions**

Performance Objective: *Given a set of questions that could be asked in an interview, the learner will respond to each question to the satisfaction of the instructor.*

STEP 1. Read the questions you may be asked in an interview. (Read Part A of Information Sheet 4.01C.)

STEP 2. Find out some ways to respond to the questions. (Read Part B of Information Sheet 4.01C.)

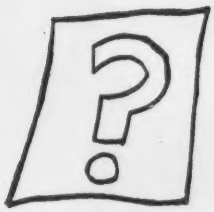
STEP 3. Write your response to each question.

a. Read each question and explanation. Read Worksheet 4.01C.

b. Think of what you will say. Say it concisely. Don't give lengthy answers.

c. Write your responses on Worksheet 4.01C.

NOW . . .



Are you in doubt about any part of the unit? If so, seek help from your instructor. Repeat the entire unit.

Do you feel that you have satisfactorily completed this unit? Then, take your worksheet to the instructor. Your instructor will read it. He or she will rate you on the evaluation checklist . . . and advise you, if necessary.

After each interview, rate yourself. Check if you followed the steps listed on the evaluation checklist.

A summary checklist for the interview is found on Worksheet 4.03A. Use this form to rate your entire interview experience.

INFORMATION SHEET 4.01C

Part A

1. What can you tell me about yourself?
2. Why do you want this job? What are your career plans? What are your goals?
3. What do you know about this company? Why do you want to work for this company?
4. Why should we hire you? What have you learned in past jobs?
5. What is your greatest strength? weakness?
6. What jobs have you had? What is your past work experience?
7. What is your training and education?
8. What are your hobbies?
9. Do you plan to return to school?
10. Why did you leave your last job?
11. Why do you show gaps in your employment?
12. Do you work well with others? How did you relate to your supervisors?
13. How do you feel about working overtime?
14. Do you have any serious injuries or illnesses?
15. Do you have any disabilities?
16. Have you ever been arrested or sent to jail?
17. What salary do you expect?

Part B

1. What can you tell me about yourself?

   This question is asked to find out about your skills. It is the perfect time for you to "sell" yourself. Tell about your interests, abilities, skills, education, and experiences. Explain how you will be a benefit to the company. Review your typed message. (Review worksheet 2.03A.) Review typed resume. (See Operational Unit 1.03C)

2. Why do you want this job?

   Explain what you hope to do in this company and in this job. Explain how you hope to use your interests, abilities, skills, education, and experiences. Explain other goals. Do you hope to become a supervisor? Do you hope to learn new skills and techniques?

3. Why do you want to work for this company?

   Think about the facts you learned about the company. Look at your job leads lists. (See Worksheet 2.01B.) Read the facts you have about the company. Or go to the library. Find more facts in the newspaper files. Get company pamphlets, brochures, reports, etc. Get or read them when you apply for the job. Talk with company employees that you know.

   State some good points about the company. Tell where you learned your facts.

4. Why should we hire you?

   Relate this answer to answers from questions one and two.

   Tell about any records of your skills. Show the interviewer a record of your competencies if you have one. (See Information Sheet 1.03B.) Tell what you have learned through your experiences. Tell some of your work maturity skills. Give examples to show you are . . .

dependable	reliable	cooperative
diligent	thorough	considerate of others
willing to learn	enthusiastic	respectful
honest	loyal	responsible

5. What is your greatest strength?

Mention a skill you have that is needed in the job. State how this skill will help you to do a good job.

What is your greatest weakness?

This question asks you to mention a current weakness. Remember to be positive. Present a weakness as a good point. For example, say:

> My weakness is that I'm too diligent. Sometines I must work overtime to make sure a job is done the right way.

The statement shows: You care about your work. You have high standards. And you are willing to work overtime to see that a job is done well. (It is another way of saying you sometimes fall behind schedule.)

6. What jobs have you had?

Refer to your resumé. Describe the knowledge and skills you acquired in each job.

7. What is your training and education?

Refer to your resumé. State your training and education. Explain how it has prepared you for the job.

8. What are your hobbies?

Mention several of your hobbies. Explain that they are just some of the ways you spend your free time. Mention your volunteer activities. Mention any community activities. Mention educational activities, such as book groups or continuing education courses.

9. Do you plan to return to school?

Answer this question only as it relates to the job for which you are interviewing. Do you think you may want to take evening courses to upgrade your skills? Say it. Would you consider taking a training program? Say it. Let the interviewer know you want to do the best job possible for this company. Let him or her know you are willing to work to improve your knowledge and skills.

10. Why did you leave your last job?

If you left to continue your education, say it. If you left to become self-employed, say it. But if you left because of problems on the job, explain.

Explain why you were not suited for the job. Explain what you learned from the experience. Give names of other jobs (and employers) that were good experiences for you. Suggest the interviewer call them for references.

11. Why do you show gaps in your employment?

Explain planned gaps. For example, "I returned to school full time." "I became self-employed." "I was pregnant."

Explain other gaps by saying: "I was exploring various occupations. I was unsure of my career path. Now I know the type of job to which I am best suited. I am looking forward to pursuing that work."

12. Do you work well with others? How did you relate to your supervisors?

Again describe some of your work maturity skills. Give examples.

13. How do you feel about working overtime?

State your enthusiasm about the job. Show willingness to work overtime when necessary. If you will need advance notice to work overtime, say so. Explain why (for example, you may hope to ride in a car pool).

14. Do you have any serious injuries or illnesses?

Be honest about serious illnesses. Mention the illness. Mention any limitations you will have. For example,

Illness: rheumatic fever
Limitation: "I can't lift anything that weighs over 40 lbs."

Mention why you feel the limitation will not affect the way you do the job. Mention how the illness has not affected other work you have done.

"I don't expect this to be a problem. Secretaries are rarely asked to do heavy lifting. If I am, I'm sure I can trade tasks with another worker. Maybe I could go to the mail room if another person could lift a box for me."

Or explain steps you have taken to adapt to the illness or injury.

Injury: slipped disc

"I used to be a stock clerk. After my back trouble, I had to prepare for another type of work. That is why I studied and trained to become a bookkeeper. There is little heavy lifting required of bookkeepers."

15. Do you have any disabilities?

Be honest about obvious disabilities. Mention them. Give examples of how they have not affected your work. Explain why you expect to perform well in this job.

16. Have you ever been arrested or sent to jail?

Be honest about these facts. They are easy to trace. However, always be positive. Point out the lesson you have learned through these happenings. Explain your goal to begin a new pattern of life. Explain how this job is one step toward that goal.

17. What salary do you expect?

Mention your knowledge of the general salary range for this job. Explain that you expect a reasonable salary. But explain that opportunities for promotion and raises are equally important to you.

WORKSHEET 4.01C

1. What can you tell me about yourself?

2. Why do you want this job?

3. Why do you want to work for this company?

4. Why should we hire you?

5. What is your greatest strength? What is your greatest weakness?

6. What jobs have you had?

7. What is your training and education?

8. What are your hobbies?

9. Do you plan to return to school?

10. Why did you leave your last job?

11. Why do you show gaps in your employment?

12. Do you work well with others? How did you relate to your supervisors?

13. How do you feel about working overtime?

14. Do you have any serious injuries or illnesses?

15. Do you have any disabilities?

16. Have you ever been arrested or sent to jail?

17. What salary do you expect?

Evaluation Checklist

COMPETENCY 4.0: INTERVIEW FOR THE JOB

TASK 4.01: Prepare for the Interview

OPERATIONAL UNIT 4.01C: Anticipate Interview Questions

YOUR CHECKLIST	Did you:	INSTRUCTOR CHECKLIST
☐	1. Read the questions you may be asked in an interview?	☐
☐	2. Find out some ways to respond to the questions?	☐
☐	3. Write your response to each question?	☐

Instructor_____

COMPETENCY 4.0: INTERVIEW FOR THE JOB

TASK 4.01: Prepare for the Interview

OPERATIONAL UNIT 4.01D: Prepare Your Physical Appearance

Performance Objective: *Given a job interview,*

the learner will be able to present a positive appearance

to the satisfaction of the instructor.

STEP 1. Be clean and well groomed.

a. Shower and shave.

b. Use deodorant.

c. Trim fingernails. Trim toenails if wearing open-toed shoes.

d. Wash, comb, and style hair.

e. Use a limited amount of makeup.

f. Use perfume or after-shave lotion sparingly.

g. Brush teeth.

STEP 2. Be well rested.

a. Get an adequate amount of sleep the night before the interview.

b. Allow plenty of time to get ready. Don't appear rushed or harried.

STEP 3. Appear in good health.

a. Eat breakfast.

b. Avoid alcoholic beverages.

c. Avoid other drugs.

STEP 4. Wear proper clothing.

a. Make sure clothes are clean and well pressed.

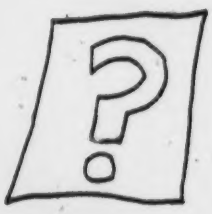
b. Wear clothes of the correct size.

c. Choose clothes of the correct style and length.

- Don't wear jeans.
- Don't wear clothes that are too short, too long, too tight, or too revealing.

d. Wear appropriate clothing.

- Wear conservative clothes.
- Don't wear loud, flashy, or evening clothes



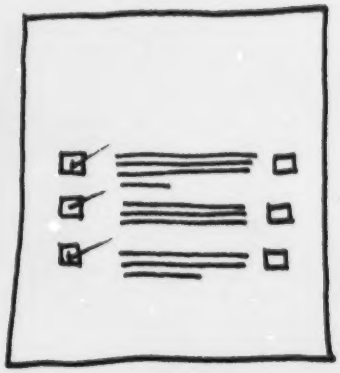
NOW . . .

Are you in doubt about any part of the unit? If so, seek help from your instructor. Repeat the entire unit.

Do you feel that you can present a positive appearance? Then, see the instructor. Dress for an interview tomorrow. Ask your instructor to check your appearance and rate you on the evaluation checklist.

After each interview, rate yourself. Check if you followed the steps listed on the evaluation checklist.

A summary checklist for the interview is found on Worksheet 4.03A. Use this form to rate your entire interview experience.



Evaluation Checklist

COMPETENCY 4.0: INTERVIEW FOR THE JOB

TASK 4.01: Prepare for the Interview

OPERATIONAL UNIT 4.01D: Prepare Your Physical Appearance

YOUR CHECKLIST		Did you:	INSTRUCTOR CHECKLIST
☐	1.	Appear clean and well groomed? Note the appearance of the following: - body - fingernails - hair - makeup - perfume or after-shave lotion	☐
☐	2.	Appear well rested?	☐
☐	3.	Appear to be in good health?	☐
☐	4.	Wear proper clothing? Note the following characteristics: - clean and well pressed? - correct size? - correct style and length? - appropriate?	☐

Instructor_____

COMPETENCY 4.0: INTERVIEW FOR THE JOB

TASK 4.01: Prepare for the Interview

OPERATIONAL UNIT 4.01E: **Take Necessary Materials**

Performance Objective: *Given a job interview,*

the learner will be able to bring a resumé and sample of his or her work to the interview

100 percent of the time

STEP 1. Take a copy of your one- or two-page resumé. (See Operational Unit 1.03C.)

STEP 2. Take a copy of your prepared message. (See Worksheet 2.03A.)

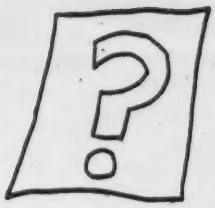
STEP 3. Take a record of your competencies. (See Information Sheet 1.03B.)

STEP 4. Take samples of your work (if possible).

a. Gather samples of your work. For example: If you are a typist, gather samples of things you have typed. Choose a variety of typed materials. Check to make sure they reflect your best effort.

b. Carry the materials in a neat folder or carrying case.

NOW . . .



Are you in doubt about any part of the unit? If so, seek help from your instructor. Repeat the entire unit.

Do you feel that you have satisfactorily completed this unit? Then, take your materials to the instructor. Your instructor will check them and rate you on the evaluation checklist.

After each interview, rate yourself. Check if you followed the steps listed on the evaluation checklist.

A summary checklist for the interview is found on Worksheet 4.03A. Use this form to rate your entire interview experience.

Evaluation Checklist

COMPETENCY 4.0: INTERVIEW FOR THE JOB

TASK 4.01: Prepare for the Interview

OPERATIONAL UNIT 4.01E: Take Necessary Materials

YOUR CHECKLIST	Did you:	INSTRUCTOR CHECKLIST
☐	1. Take a copy of your resume?	☐
☐	2. Take a copy of your typed message?	☐
☐	3. Take samples of your work?	☐

Instructor_____

COMPETENCY 4.0: INTERVIEW FOR THE JOB

TASK 4.01: Prepare for the Interview

OPERATIONAL UNIT 4.01F: **Be Punctual**

Performance Objective: *Given a time to report to an interview, the learner will be able to arrive alone and at least ten minutes early or else call to reschedule the appointment 100 percent of the time.*

STEP 1. Leave for the interview alone and at the scheduled departure time.

a. Find the time you wrote on Worksheet 4.01B. This is the time you must leave for the interview.

b. Go to the interview alone. Do not take friends or relatives with you.

STEP 2. Arrive at least ten minutes early.

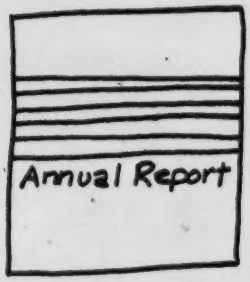
a. Go to the restroom. Check your appearance.

b. Walk into the office. Look relaxed and confident. The secretary can observe you.

c. Assume good posture. Sit in chair with feet on floor.

d. Review your notes. Read your notes about the company. Read how you plan to respond to questions. Read your prepared message.

e. Read any pamphlets, brochures, or reports about the company. Sometimes these are placed in the waiting room.



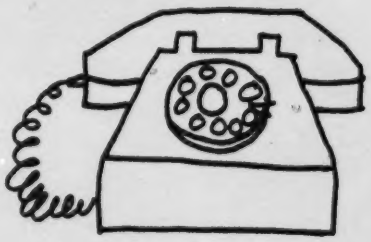
STEP 3. Call the interviewer if you are delayed or ill.

a. Telephone the interviewer if you think you will be late. Or call if you cannot keep the appointment.

b. Explain the problem.

c. Arrange for another interview time if possible.

d. Avoid being late in the future. Plan ahead so it will not happen again. Interviewers think less of applicants who are not punctual.



NEXT . . .

Practice the steps above. Work with one or two other participants. Pretend your classroom is where the interview is held. Role play each STEP. Help each other to improve your manner and techniques. Work together until you feel confident about getting to the interview at least ten minutes early.

Evaluation Checklist

COMPETENCY 4.0: INTERVIEW FOR THE JOB

TASK 4.01: Prepare for the Interview

OPERATIONAL UNIT 4.01F: Be Punctual

YOUR CHECKLIST	Did you:	INSTRUCTOR CHECKLIST
☐	1. Leave for the interview alone and at the scheduled departure time?	☐
☐	2. Arrive at least ten minutes early?	☐
☐	3. Call the interviewer if delayed or ill?	☐

Instructor_____

COMPETENCY 4.0: INTERVIEW FOR JOBS

TASK 4.02: Handle the Interview

OPERATIONAL UNIT 4.02A: **Handle the Introduction in a Positive Way**

Performance Objective: *Given an interview,*

the learner will be able to handle the introductions in a positive way

to the satisfaction of the instructor.

STEP 1. Greet the interviewer.

a. Stand erect. Appear confident.

b. Look at the interviewer and smile.

c. Shake hands with a firm grip.

d. Greet the interviewer by name. Use his or her full name. Use Mr. and Mrs. or Ms.

"Hello, Mrs. Sloan."

STEP 2. Complete the introductions.

a. Introduce yourself. Use your full name. Do not use a nickname.

"Hello, Mrs. Sloan.
I'm Doris Johnson."

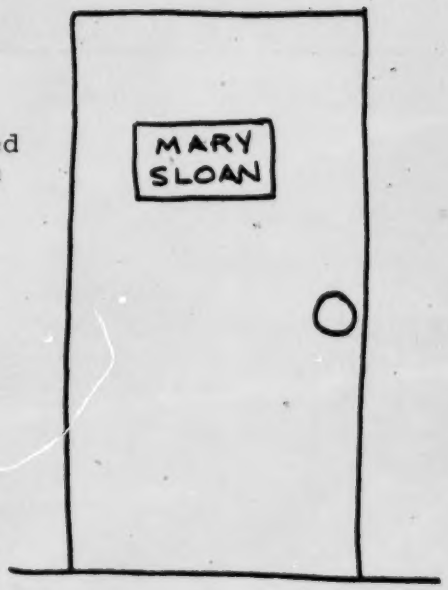
b. Explain why you are there.

"Hello, Mrs. Sloan. I'm Doris Johnson. I'm here to interview for the job of executive secretary."

c. Speak clearly. Show interest and enthusiasm in your voice and manner.

d. Be self-assured and confident. Remember, you have a lot to offer the company. They want very much to find good, qualified workers. They are interested in you.

e. Be pleasant and respectful. Your manner shows the interviewer the kind of worker you will be.



STEP 3. Enter the office.

a. Wait a few minutes for the interviewer to ask you to be seated.

b. Ask to be seated if the interviewer does not suggest it. "May I have a seat?" Then say, "Thank you."

c. Maintain good posture. Keep your feet on the floor, your hands in your lap. Don't smoke. Don't chew gum.

NOW . . .

Practice the steps above. Work with one or two other participants. Role play the interviewer. Role play the applicant. Offer advice to each other. Help each other improve your interview techniques. Work together until you feel confident about handling introductions.

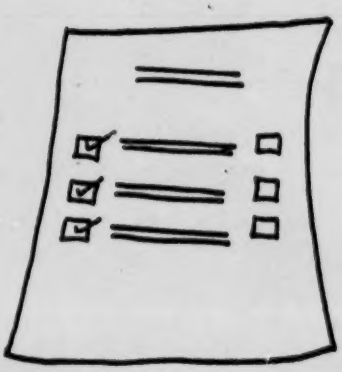
THEN . . .

Think about this unit. Are you in doubt about any part of it? If so, seek help from your instructor. Repeat the entire unit.

Do you feel that you have satisfactorily completed this unit? Then, see your instructor. Your instructor will observe you in another setting. He or she will rate you on the evaluation checklist . . . and advise you, if necessary.

After each interview, rate yourself. Check if you followed the steps on the evaluation checklist.

A summary checklist for the interview is found on Worksheet 4.03A. Use this form to rate your entire interview experience.



Evaluation Checklist

COMPETENCY 4.0: INTERVIEW FOR THE JOB

TASK 4.02: Handle the Interview

OPERATIONAL UNIT 4.02A: Handle the Introduction in a Positive Way

YOUR CHECKLIST		Did you:	INSTRUCTOR CHECKLIST
☐	1.	Greet the interviewer?	☐
☐	2.	Introduce yourself?	☐
☐	3.	Explain why you are there?	☐
☐	4.	Speak clearly?	☐
☐	5.	Show interest and enthusiasm?	☐
☐	6.	Appear self-assured and confident?	☐
☐	7.	Appear pleasant and respectful?	☐
☐	8.	Ask to be seated if the interviewer does not suggest it?	☐
☐	9.	Maintain good posture?	☐
☐	10.	Avoid smoking?	☐
☐	11.	Avoid chewing gum?	☐

Instructor_____

COMPETENCY 4.0: INTERVIEW FOR JOBS

TASK 4.02: Handle the Interview

OPERATIONAL UNIT 4.02B: **Communicate Effectively with the Interviewer**

Performance Objective: *Given an interview,*

the learner will be able to communicate effectively with the interviewer

to the satisfaction of the instructor.

STEP 1. Follow the interviewer's lead.

a. Explain why you want the job and why you are suited for it. "Sell" yourself.

b. Answer questions truthfully and completely.

STEP 2. Respond to questions.

a. Think before answering questions. Avoid saying things that you do not mean to say.

b. Be direct and honest. But do not provide unnecessary details.

c. Be positive. Do not mention negative facts.

d. Ask questions if you do not understand what is said.

STEP 3. Use good verbal skills.

a. Use proper terminology. Use job-related terms. Show your knowledge of the job area.

Carpenter: finishing nails
wall studs
paneling

b. Use correct grammar.

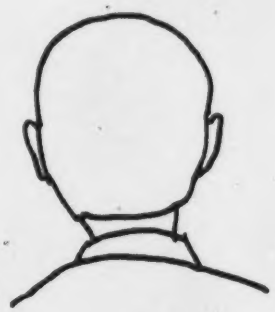
c. Use proper vocabulary. Avoid slang words and offensive words. (See Information Sheet 4.02B.)

STEP 4. Use proper speaking techniques.

a. Speak courteously and with a pleasant tone of voice.

b. Speak clearly. Pronounce words carefully.

c. Vary expression in your voice. Vary the pitch and tone.



STEP 5. Pay attention to the interviewer.

a. Maintain good posture. Keep feet on floor. Sit erect but relaxed.

b. Give full attention to the interviewer. Lean forward in your chair. Follow the interviewer as he or she moves.

c. Use expression to show interest and enthusiasm.

d. Avoid bad habits: Don't chew gum. Don't smoke. Don't bite your nails.

NOW . . .

Practice the steps above. Work with one or two other participants. Role play the interviewer. Role play the applicant. Offer advice to each other. Help each other improve your interview techniques. Work together until you feel confident about handling the interview.

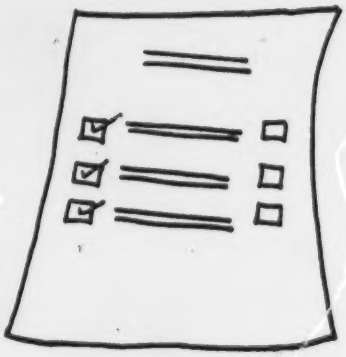
THEN . . .

Think about this unit. Are you in doubt about any part of it? If so, seek help from your instructor. Repeat the entire unit.

Do you feel that you have satisfactorily completed this unit? Then, see your instructor. Your instructor will observe you in another setting. He or she will rate you on the evaluation checklist . . . and advise you, if necessary.

After each interview, rate yourself. Check if you followed the steps listed on the evaluation checklist.

A summary checklist for the interview is found on Worksheet 4.03A. Use this form to rate your entire interview experience.



INFORMATION SHEET 4.02B

Read the information below. It describes words that should not be used in an interview.

SLANG WORDS:

Slang words can be existing words. These words are used for meanings other than those stated in the dictionary.

tough

neat

sharp

fox

cool

Slang words can be new words. These words are not found in the dictionary. They are not approved as words. Some examples are:

gleepy: adjective - describes a person who is unattractive

nerd: noun - refers to a person who is not smart or clever.

NEGATIVE OR OFFENSIVE WORDS

Negative or offensive words are words that are unkind. They are words used to describe a person's looks, size, intelligence, color, religion, or nationality. These words can hurt another person's feelings. They are not acceptable in any situation. Examples:

stupid	ugly	bookworm
skinny	mean	slob

Evaluation Checklist

COMPETENCY 4.0: INTERVIEW FOR JOBS

TASK 4.02: Handle the Interview

OPERATIONAL UNIT 4.02B: Communicate Effectively with the Interviewer

YOUR CHECKLIST		Did you:	INSTRUCTOR CHECKLIST
☐	1.	Explain why you want the job and are suited for it?	☐
☐	2.	Answer questions truthfully and completely?	☐
☐	3.	Avoid saying things that are negative?	☐
☐	4.	Give direct and honest answers?	☐
☐	5.	Respond positively?	☐
☐	6.	Use proper terminology?	☐
☐	7.	Use correct grammar?	☐
☐	8.	Use proper vocabulary?	☐
☐	9.	Speak courteously and with a pleasant tone of voice?	☐
☐	10.	Speak clearly?	☐
☐	11.	Vary expression in your voice?	☐
☐	12.	Maintain good posture?	☐

Evaluation Checklist (continued)

YOUR CHECKLIST		Did you:	INSTRUCTOR CHECKLIST
☐	13.	Give full attention to the interviewer?	☐
☐	14.	Follow the interviewer as he or she moves?	☐
☐	15.	Use expression to show interest and enthusiasm?	☐
☐	16.	Avoid gum chewing and smoking?	☐

Instructor_____

COMPETENCY 4.0: INTERVIEW FOR JOBS

TASK 4.02: Handle the Interview

OPERATIONAL UNIT 4.02C: **Ask Questions About the Job and Company**

Performance Objective: *Given an interview,*

the learner will be able to ask questions to learn more about the job and company

to the satisfaction of the instructor.

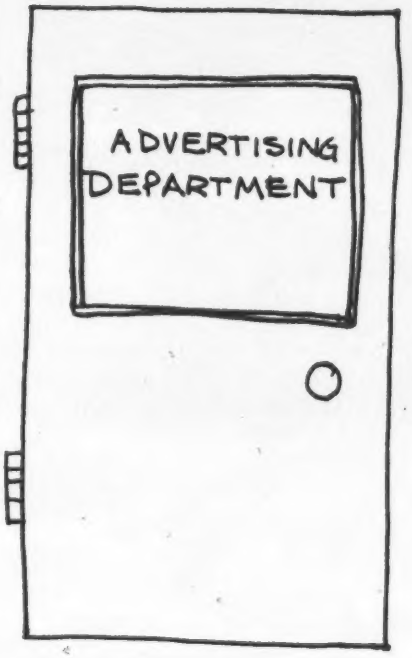
STEP 1. Ask questions that relate to the job.

a. Find out the department or area of the company where you might work.

b. Find out the specific job tasks.

c. Find out the hours you would work.

d. Ask about promotional opportunities.



STEP 2. Ask questions that relate to the company.

a. Ask about the volume of business the company does.

b. Ask about the types of customers it serves. Find out how the company serves them.

c. Ask the scope of company activities. Is it intrastate? national? international?

NOW . . .

Practice the steps above. Work with one or two other participants. Role play the interviewer. Role play the applicant. Offer advice to each other. Help each other improve your interview techniques. Work together until you feel confident about handling the interview.

THEN . . .

Think about the unit. Are you in doubt about any part of it? If so, seek help from your instructor. Repeat the entire unit.

Do you feel that you have satisfactorily completed this unit? Then, see your instructor. Your instructor will observe you in another setting. He or she will rate you on the evaluation checklist . . . and advise you, if necessary.

After each interview, rate yourself. Check if you followed the steps listed on the evaluation checklist.

A summary checklist for the interview is found on Worksheet 4.03A. Use this form to rate your entire interview experience.

Evaluation Checklist

COMPETENCY 4.0: INTERVIEW FOR JOBS

TASK 4.02: Handle the Interview

OPERATIONAL UNIT 4.02C: Ask Questions About the Job and Company

YOUR CHECKLIST	Did you:	INSTRUCTOR CHECKLIST
☐	1. Ask questions that relate to the job?	☐
☐	2. Ask questions that relate to the company?	☐

Instructor_____

COMPETENCY 4.0: INTERVIEW FOR JOBS

TASKS 4.02: Handle the Interview

OPERATIONAL UNIT 4.02D: **Complete the Interview**

Performance Objective: *Given an interview, the learner will be able to close the interview and arrange for follow-up to the satisfaction of the instructor.*

STEP 1. Sense when the interviewer wishes to close the interview.

a. Watch for the interviewer to stand.

b. Listen for the interviewer to say who will be in contact with you.

STEP 2. Make arrangements to follow up.

a. Express your interest in the company.

b. Explain that you will be interviewing in other places.

c. Tell the interviewer that you will call back within the week. Explain that you will do this if you have not heard from him or her.

d. Ask what day or time would be best to call.

e. Record any facts on a sheet of paper.

STEP 3. Leave your resumé.

a. Give your resume to the interviewer.

b. Point out your phone number on the resume.

c. Leave a copy of your record of competencies if you have one.

STEP 4. Invite the interviewer to call you at the listed number(s).

STEP 5. Thank the interviewer.

a. Smile and express thanks.

b. Shake hands and leave.

NOW . . .

Practice the steps above. Work with one or two other participants. Role play the interviewer. Role play the applicant. Offer advice to each other. Help each other improve your interview techniques. Work together until you feel confident about handling the interview.

THEN . . .

Think about the unit. Are you in doubt about any part of it? If so, seek help from your instructor. Repeat the entire unit.

Do you feel that you have satisfactorily completed this unit? Then, see your instructor. Your instructor will observe you in another setting and rate you on the evaluation checklist . . . and advise you, if necessary.

After each interview, rate yourself. Check if you followed the steps listed on the evaluation checklist.

A summary checklist for the interview is found on Worksheet 4.03A. Use this form to rate your entire interview experience.

Evaluation Checklist

COMPETENCY 4.0: INTERVIEW FOR JOBS

TASK 4.02: Handle the Interview

OPERATIONAL UNIT 4.02D: Complete the Interview

YOUR CHECKLIST	Did you:	INSTRUCTOR CHECKLIST
☐	1. Sense when the interviewer wishes to close the interview?	☐
☐	2. Make arrangements to follow up?	☐
☐	3. Leave your resumé?	☐
☐	4. Invite the interviewer to call you at the listed number?	☐
☐	5. Thank the interviewer?	☐

Instructor_____

COMPETENCY 4.0: INTERVIEW FOR JOBS

TASK 4.03: Follow Up on the Interview

OPERATIONAL UNIT 4.03A: **Evaluate and Improve Your Interview Techniques**

Performance Objective: *Given an interview experience, the learner will be able to evaluate his or her performance and take steps to improve interview techniques to the satisfaction of the instructor.*

STEP 1. Read the guidelines for interviewing. Read the checklist on Worksheet 4.03A.

STEP 2. Assess your interviewing techniques in practice sessions.

a. Practice with other participants.

b. Practice in a special session. Your instructor will invite employers from the community to assist. They will give you practice. They will interview you for "pretend" jobs.

c. Assess your performance. Rate yourself after each "pretend" interview. Ask the employers to rate you. Use the checklist on Worksheet 4.03A.

STEP 3. Take steps to improve your techniques.

a. Look at the behaviors you need to improve. (See completed checklist on Worksheet 4.03A.)

b. Identify the ways to improve in each area.

c. Try the new method at the next practice session.

STEP 4. Assess your real interview experiences.

a. Read the items on the checklist immediately after each interview.

b. Rate yourself immediately.

STEP 5. Continue ongoing assessment of your interview techniques.

a. Find the behaviors you need to improve. (See your completed checklist on Worksheet 4.03A.)

b. Identify the steps you can take to improve the process.

c. Follow the steps at your next interview.

NOW . . .

Think about the unit. Are you in doubt about any part of it? If so, seek help from your instructor. Repeat the entire unit.

Do you feel that you have satisfactorily completed this unit? If so, complete the evaluation checklist. Then, see your instructor. He or she will rate you on the evaluation checklist and advise you if necessary.

WORKSHEET 4.03A

Summary Checklist

Did you:

___Find out the name of the interviewer?
___Find out the location of the interview?
___Find out the date and time of the interview?
___Find out where to park?
___Make arrangements for children?
___Make arrangements for transportation?
___Determine the amount of time you need to get to the interview?
___Identify the time you must depart for the interview?
___Anticipate questions you may be asked and prepare answers to those questions?
___Present a positive appearance?
  ___Shower and shave?
  ___Use deodorant?
  ___Trim fingernails and toenails?
  ___Wash, comb, and style hair?
  ___Use limited amount of makeup?
  ___Use perfume or after-shave lotion sparingly?
  ___Brush teeth?
  ___Appear rested?
  ___Appear calm?
  ___Appear to be in good health?
  ___Wear clothing that is clean and well pressed?
  ___Choose clothes of the correct style and length?
  ___Wear conservative clothing?
___Take a copy of your resumé?
___Take a copy of your prepared message?
___Take samples of your work?

___Leave for the interview alone and at the scheduled departure time?

___Arrive at least ten minutes early?

___Call the interviewer if you were delayed or ill?

___Greet the interviewer?

- ___Stand erect and appear confident?
- ___Look at the interviewer and smile?
- ___Shake hands with a firm grip?
- ___Use the interviewer's full name?

___Complete the introductions?

- ___Introduce yourself using your full name?
- ___Explain why you are in his or her office?
- ___Speak clearly?
- ___Show enthusiasm in your voice and manner?
- ___Act self-assured and confident?
- ___Act pleasant and respectful?
- ___Wait for the interviewer to ask you to be seated?
- ___Ask if you may be seated if the interviewer did did not suggest it?
- ___Maintain good posture?

___Explain why you want the job and why you are suited for it?

___Think before answering questions?

___Avoid saying things that you did not mean to say?

___Answer questions directly and honestly without providing unnecessary details?

___Answer questions in a positive way?

___Avoid mentioning negative facts?

___Ask questions if you did not understand what was said?

___Use proper terminology?

___Use correct grammar?

___Use proper vocabulary? (Avoid using slang words and offensive words?)

___Speak courteously and with a pleasant tone of voice?

___Speak clearly, pronouncing words carefully?

___Vary expression in your voice?

___Maintain good posture during the interview?

___Give full attention to the interviewer?

___Use expression to show interest and enthusiasm?

___Avoid bad habits of smoking or chewing gum?

___Find out the department or area of the company where you might work?

___Find out the specific job tasks you will be asked to do?

___Find out the hours you would work?

___Find out about promotional opportunities?

___Find out about the volume of business the company does?

___Find out about the types of customers the business serves?

___Find out about the scope of the company's activities?

___Sense when the interviewer wished to close the interview? (Watch for the interviewer to stand or to say he or she will be in contact with you?)

___Express your interest in the company?

___Explain that you will be interviewing in other places?

___Tell the interviewer that you will call back within the week?

___Ask what day or time would be best to call?

___Record any facts on a sheet of paper?

___Leave a copy of your resumé?

___Leave a copy of your competency record if you have one?

___Invite the interviewer to call you at the listed number?

___Smile and thank the interviewer for his or her time and effort?

___Shake hands and leave?

Evaluation Checklist

COMPETENCY 4.0: INTERVIEW FOR JOBS

TASK 4.03: Follow Up on the Interview

OPERATIONAL UNIT 4.03A: Evaluate and Improve Your Interview Techniques

YOUR CHECKLIST		Did you:	INSTRUCTOR CHECKLIST
☐	1.	Read the guidelines for interviewing?	☐
☐	2.	Assess your inteviewing techniques in practice sessions?	☐
☐	3.	Take steps to improve your techniques?	☐
☐	4.	Assess your real interview experiences?	☐
☐	5.	Continue ongoing assessment of your interview techniques?	☐

Instructor_____

COMPETENCY 4.0: INTERVIEW FOR JOBS

TASK 4.03: Follow Up on the Interview

OPERATIONAL UNIT 4.03B: **Write a Thank-You Letter to the Interviewer**

Performance Objective: *Given an interview,*

the learner will be able to send a follow-up thank-you letter to the interviewer

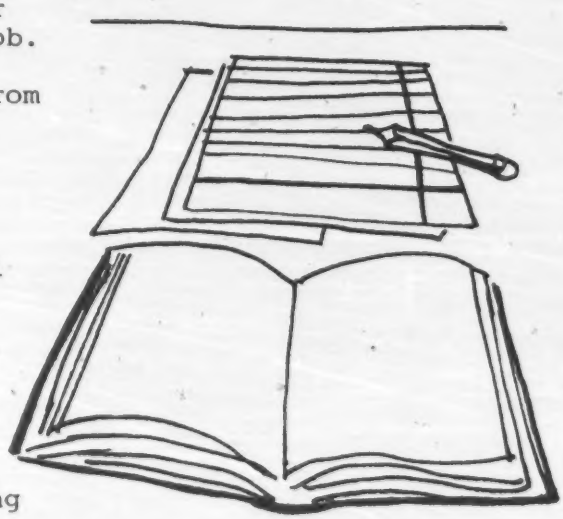
to the satisfaction of the instructor.

STEP 1. Compose the letter.

a. Thank the interviewer for his or her time and effort.

b. Tell the interviewer of your continued interest in the job.

c. Say that you hope to hear from him or her soon.



STEP 2. Get the facts.

a. Write the interviewer's full name. Spell it correctly.

b. Write the address.

c. Write the correct zip code.

STEP 3. Check the letter for spelling or grammatical errors.

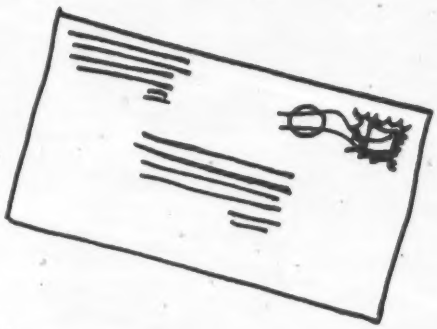
a. Look in the dictionary. Check your spellings.

b. Look in a book on English usage. Check your use of grammar.

STEP 4. Copy the letter in the correct format.

a. See the example on Information Sheet 4.03B.

b. Copy the letter in this format.



STEP 5. Type the final copy of the letter.

a. Proofread the typed letter. Find and correct typing errors.

b. Address the envelope.

c. Place a stamp on the envelope and mail it.

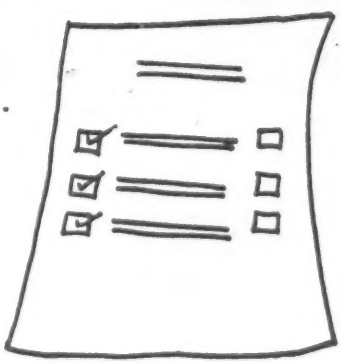
NOW . . .

Practice the steps above. Write a follow-up thank-you letter. Do this on Worksheet 4.03B.

THEN . . . .

Think about the unit. Are you in doubt about any part of it? If so, seek help from your instructor. Repeat the entire unit.

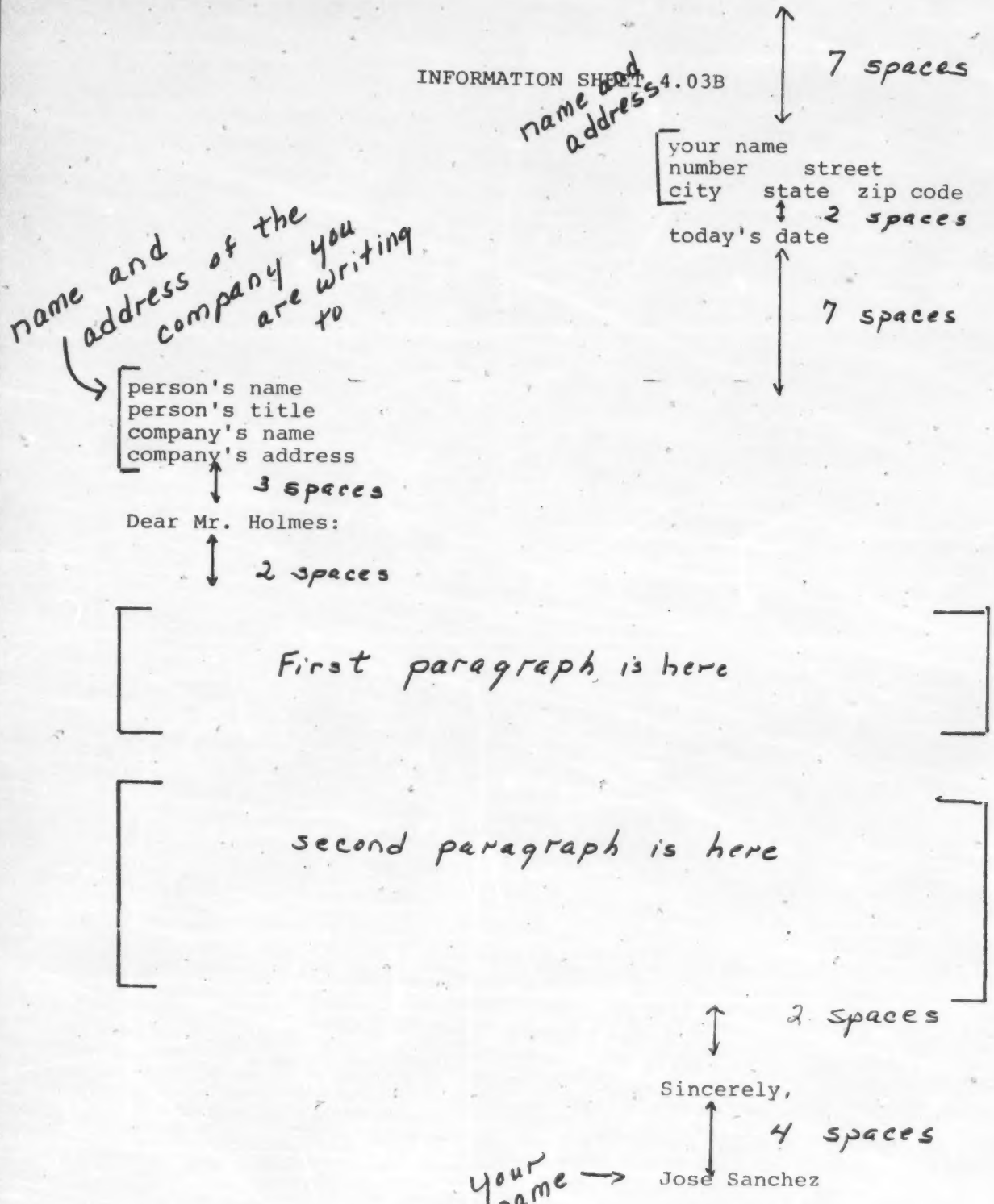
Do you feel that you have satisfactorily completed this unit? Then, take your letter to the instructor. Your instructor will read it and rate you on the evaluation checklist. He or she will advise you, if necessary.



After each interview, rate yourself. Check if you followed the steps listed on the evaluation checklist.

A summary checklist for the interview is found on Worksheet 4.04A. Use this form to rate your entire interview experience.

INFORMATION SHEET 4.03B



Evaluation Checklist

COMPETENCY 4.0: INTERVIEW FOR JOBS

TASK 4.03: Follow Up on the Interview

OPERATIONAL UNIT 4.03B: Write a Thank-You Letter to the Interviewer

YOUR CHECKLIST		Did you:	INSTRUCTOR CHECKLIST
☐	1.	Compose the letter?	☐
☐	2.	Get the facts?	☐
☐	3.	Check the letter for spelling or grammatical errors?	☐
☐	4.	Copy the letter in the correct format?	☐
☐	5.	Type the final copy of the letter?	☐

Instructor_____

COMPETENCY 4.0: INTERVIEW FOR JOBS

TASK 4.03: Follow Up on the Interview

OPERATIONAL UNIT 4.03C: **Place Follow-Up Telephone Calls to the Interviewer**

Performance Objective: *Given an interview, the learner will place the follow-up call to the satisfaction of the instructor.*

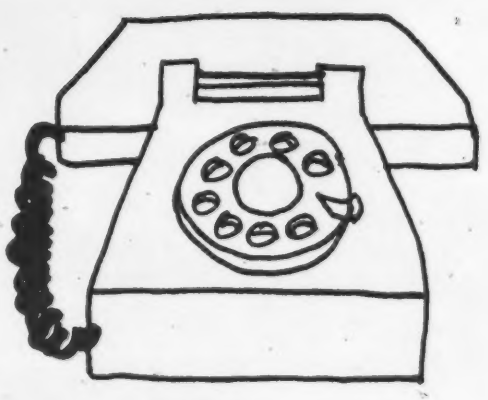
STEP 1. Call the interviewer at the established time.

STEP 2. Identify yourself.

a. State your name.

b. State the job for which you interviewed.

c. State the date and time of your interview.



STEP 3. Ask if the position is still open.

a. If so, offer to come in for another interview.

b. If not, ask if you may call again at a later date. Ask if the interview will keep you in mind for other similar jobs. Ask if the interviewer has any other job leads to suggest.

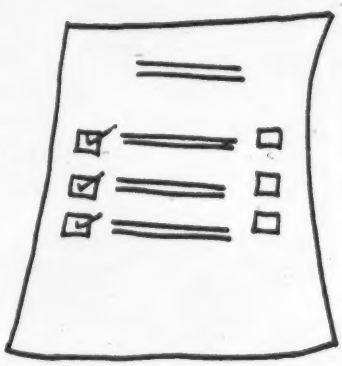
NOW . . .

Practice the steps above. Work with one or two other participants. Role play the interviewer. Role play the applicant. Offer advice to each other. Help each other improve your interviewing techniques. Work together until you feel confident following up the interview with a phone call.

THEN . . .

Think about the unit. Are you in doubt about any part of it? If so, seek help from your instructor. Repeat the entire unit.

Do you feel that you have satisfactorily completed this unit? Then, take your evaluation checklist to the instructor. Your instructor will check your answers, rate you, and advise you if necessary.



After each interview, rate yourself. Check if you followed the steps listed on the evaluation checklist.

A summary checklist for the interview is found on Worksheet 4.03A. Use this form to rate your entire interview experience.

Evaluation Checklist

COMPETENCY 4.0: INTERVIEW FOR JOBS

TASK 4.03: Follow Up on the Interview

OPERATIONAL UNIT 4.03C: Place Follow-Up Telephone Calls to the Interviewer

YOUR CHECKLIST	Did you:	INSTRUCTOR CHECKLIST
☐	1. Call the interviewer at the established time?	☐
☐	2. Identify yourself?	☐
☐	3. Ask if the position is still open?	☐

Instructor_____